



# Securing the Future of Our Communities

## **Guide for State and County Policy Makers**

County Social Service Administrators of Nevada (CSSA)

Updated March 2011



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## Statement of Guiding Principles


Human service needs cut across racial, economic, and geographic boundaries, and intersect every aspect of a community's life. Recognizing that the health and human service needs of each community are complex and often inter-related, Nevada County Social Service Administrators (CSSA) members adopted these guiding principles in 2007, in order to maintain a clear focus on the Association's primary mission for the human services system throughout Nevada:

1. We will partner with one another and with our communities using innovative means to better meet the needs of individuals and families.
2. We will share our successes and work collaboratively to meet mutual challenges and achieve our joint goals.
3. We believe in supporting and empowering our colleagues, individually and in teams, to develop and sustain our collective capacity to carry out CSSA's mission.
4. We believe no job is too small or insignificant and that everyone contributes to the success of our mission.



# Mission

The **County Social Service Administrators** (CSSA) unites directors of county human services agencies in Nevada by focusing their collective experience to respond to the ever-changing and increasing challenges facing the families and individuals they serve, by improving public policy and strengthening the capacity of local county departments to deliver more effective services. To accomplish this mission, we:

- **ADVOCATE** for policies that will further the mission of the organization.
  - **EDUCATE** state and federal policy makers and the public regarding the impact of human services policies on individuals, families, communities, and county social services operations.
  - **COLLABORATE** with governmental and community-based organizations to ensure efficient and effective service delivery.
  - **FACILITATE** effective communication between and among county social service agencies, and state and federal administrative agencies, including the exchange of knowledge and best and promising practices.
- 



# Introduction

This guide is intended to serve as a resource for Nevada's local and State policy makers.

## **It informs** –

about the role that Nevada's County Social Service Administrators play in ensuring that taxpayer dollars stretch as far as possible.

## **It supports** –

a balanced and flexible approach to addressing the social and economic priorities of Nevada's 17 counties.

## **It advocates** –

for smart policy on social services issues, that responds to the needs of our at-risk residents proactively, and therefore cost-effectively.

## **It invites** –

you to link with us to maximize Nevada's resources and create stronger, healthier communities throughout the Silver State.

### **Our Primary Stakeholders and Partners**

- ♦ County Commissioners
- ♦ State Legislators
- ♦ Local taxpayers
- ♦ Hospitals and health care providers that serve the indigent
- ♦ Nevada Division of Health and Human Services
- ♦ Nevada Department of Employment, Training, and Rehabilitation
- ♦ Community service organizations
- ♦ Employers



## Our Purpose

- ♦ To provide training and information to promote the maintenance of essential human services in Nevada's counties;
- ♦ To increase communication and promote the exchange of information between and among counties and other agencies;
- ♦ To support and promote legislation that provides for effective and efficient delivery of health and human services in the State of Nevada; and
- ♦ To advise elected and appointed governmental officials on issues relating to health and human service programs and systems.

## PUTTING PEOPLE FIRST

Who We Are and  
What We Do

## Our Members

*CSSA is an affiliate of the Nevada Association of Counties (NACO). Active membership is open to any administrator of county human services of any Nevada county, or to any person designated by the Board of County Commissioners of any Nevada county as a representative of that county. Associate membership is open to any assistant, deputy or management staff of an active member, and requires a majority vote of the active membership.*

## Who We Serve

- ♦ Those in need of County-funded health and human services are the county's indigent residents that don't meet the eligibility criteria to qualify for other assistance programs. Mostly, they are the working poor, those who are struggling to make ends meet, and need a temporary hand up to prevent a catastrophic situation... going hungry, having the power turned off, being separated from their children, becoming homeless.
- ♦ They are also children of low-income working parents in latchkey programs, isolated seniors without family or transportation, the disabled who are waiting to receive benefits and are barely making ends meet, and those in crisis.

They are ***your*** neighbors.

## How We Help

- ◆ We pay for indigent medical bills, in accordance with Nevada’s statutory mandates;
- ◆ We provide:
  - General assistance
  - Burials
  - Extended nursing care
- ◆ We are the “last stop” for providing income and asset-driven assistance to the needy;
- ◆ We advocate for client rights;
- ◆ We conduct community outreach and provide leadership for community collaboration;
- ◆ We offer intake and referral, as well as case management support;
- ◆ We are stewards of the taxpayer’s dollar.

## WHAT POLICY MAKERS NEED TO KNOW

- ◆ Federal, State, and Local funding is decreasing, yet the public’s need of service options are increasing.
- ◆ County Human Services is not a “one size fits all” equation—especially in Nevada. Counties customize services to meet the needs of their communities.
- ◆ The structure of Nevada’s tax cap affects the ability of local governments to provide services to their residents.

### Our Promise of Value to the Community

- ◆ Providing customized human service solutions to respond to local need
- ◆ Improving quality of life by supporting a stronger community
- ◆ Serving as a safety net to at-risk residents with no other options
- ◆ Delivering economies of scale, through investment in “front-end” services
- ◆ Delivering a high return on taxpayer and funder investment
- ◆ Achieving cost-savings by preventing catastrophic circumstances for some residents, which have a ripple effect on the entire community
- ◆ Contributing to economic stability through “boom and bust” cycles

# The Machinery Behind the Mission

**The Mandate...** County indigent programs are mandated by **Nevada Revised Statutes (NRS) Chapter 428**, and are further directed by specific county ordinances.

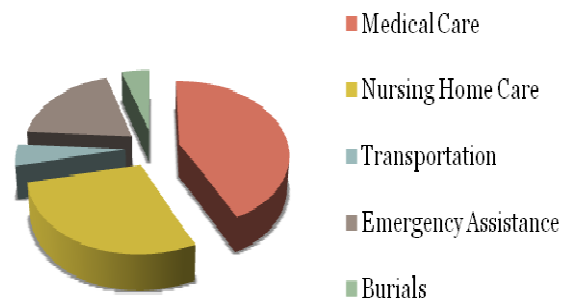
*"...every county shall provide care, support and relief to the poor, indigent, incompetent and those incapacitated by age, disease or accident, lawfully resident therein, when those persons are not supported or relieved by their relatives or guardians, by their own means, or by state hospitals, or other state, federal or private institutions or agencies."*

*(NRS 428.010 Duty of county to provide aid and relief to indigents; duties of county commissioners.)*

## Covered Services May Include:

- ♦ Emergency medical care and assistance;
- ♦ Inpatient hospital care;
- ♦ Adult day care;
- ♦ Adult group care;
- ♦ Nursing home care;
- ♦ Burial and cremation;
- ♦ Medical transportation services;
- ♦ Outpatient medical services (e.g., clinic care, labs, prescriptions, durable medical equipment);
- ♦ Jail infirmary;
- ♦ Homemaker services;
- ♦ Insurance continuation;
- ♦ Payment of medical costs for victims of sexual assault;
- ♦ Payment for medical exams before involuntary commitment; and
- ♦ Emergency basic needs assistance

### How the Dollars are Spent... A Sample County Budget





# CARSON CITY

## Carson City Health and Human Services (CCHHS)

strives to protect and promote the health and welfare of the community through education, intervention, prevention, and assistance.

In order to achieve our mission, CCHHS is charged by State law and Municipal Code to protect the health of Carson City's citizens and visitors. To fulfill this responsibility, CCHHS carries out a broad and comprehensive public health program. This includes classical public health services, a substantial range of personal health services, and a number of city-mandated regulatory services related to health.

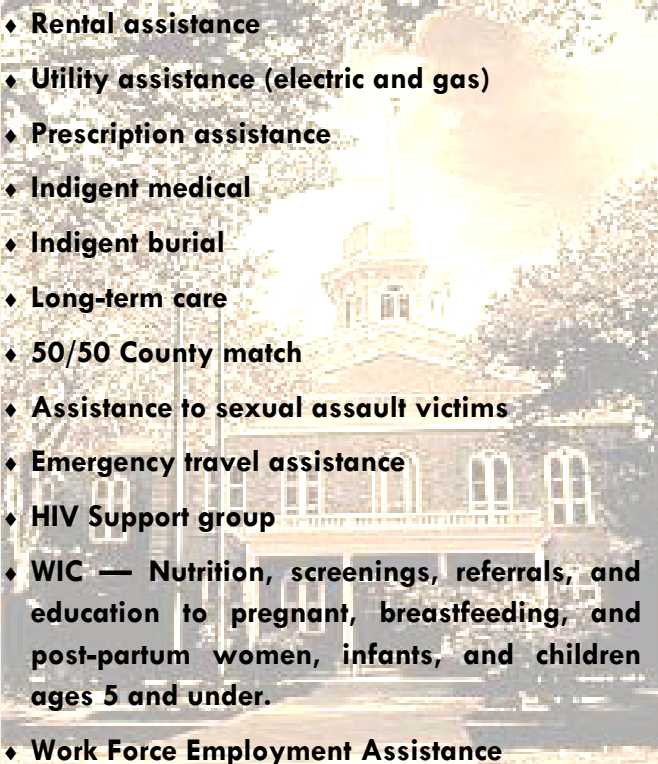
Specific public health activities include: epidemiology, community health clinic, environmental health, animal services, case management, human services, the Women, Infants, and Children (WIC) program, public health preparedness and various education programs.

Carson City offers some key social services, both within the city government's mission and through state and local organizations in the area. These departments, agencies, and organizations work together in a unified team effort that utilizes the talents of people at all levels and in all divisions. All are mission-focused, client-centered and financially responsible.

CSSA Contact:  
Carson City Health and Human Services  
**Kathy Wolfe, Manager**  
900 E. Long St.  
Carson City, NV 89706  
Phone: 775-887-2110 / Fax: 775-887-2248  
Email: [kwolfe@carson.org](mailto:kwolfe@carson.org)

"We work very closely with Douglas County and with the other assistance agencies in our community, including Salvation Army, FISH (Friends in Service Helping), Ron Wood Family Resource Center, Hispanic Services, Ormsby ARC, Advocates to End Domestic Violence, Care Chest, Community Pregnancy Center, and Carson City Community Transportation."

CCHHS offers a variety of assistance programs to help low-income residents and their families find stability and get back on their feet. Programs provided include:

- 
- ♦ Rental assistance
  - ♦ Utility assistance (electric and gas)
  - ♦ Prescription assistance
  - ♦ Indigent medical
  - ♦ Indigent burial
  - ♦ Long-term care
  - ♦ 50/50 County match
  - ♦ Assistance to sexual assault victims
  - ♦ Emergency travel assistance
  - ♦ HIV Support group
  - ♦ WIC — Nutrition, screenings, referrals, and education to pregnant, breastfeeding, and post-partum women, infants, and children ages 5 and under.
  - ♦ Work Force Employment Assistance

Through service and education, Carson City Health and Human Services is committed to supporting those in need in the community.

# CHURCHILL COUNTY

## Churchill County Social

**Services** leads the community in taking action to end poverty. Programs provide for the health and welfare of county residents who are eligible indigents to receive emergency temporary assistance. Individuals and families have opportunities to develop, grow, and prosper as valued, respected residents of the community. Our community is welcoming, responsive, and offers opportunity and respect for all residents through:

- ◆ Quality education
- ◆ Livable wage jobs
- ◆ Affordable housing
- ◆ Recreational opportunities
- ◆ Family-oriented
- ◆ Informal support networks
- ◆ Skilled workforce
- ◆ Active faith community
- ◆ Diverse economy
- ◆ Drug-free
- ◆ Safety

Churchill County Social Services' goal is to facilitate the self-sufficiency of program recipients. These programs provide for the health and welfare of county residents who are eligible indigents to receive emergency temporary assistance.

Our vision is to support and implement programs that assist welfare recipients to grow in self-esteem and responsibility so they can move from welfare rolls to independence.

Churchill County prides itself on being a Community Action Agency that provides information, referral, volunteerism opportunities, and the dedication to provide services to our residents.

*"Most people don't understand how much we collaborate with others in the community... one of our biggest collaborative partners is law enforcement. The County serves as the coordinating point for human service delivery."*



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### Services Include:

- ◆ Emergency rent and utilities assistance to avoid eviction or disconnect
- ◆ Utility deposit assistance
- ◆ Indigent medical and prescription assistance
- ◆ Indigent burial/cremation
- ◆ Homeless housing assistance:
  - Housing counseling
  - HPRP
  - One-night emergency lodging
  - Three additional housing programs ranging from 3 months to 24 months with intense case management
- ◆ Weekly, monthly, and seasonal supplementary food programs for youth, individuals, and families
- ◆ Youth mentoring
- ◆ Annual Wishing Tree/Holiday Gift Program
- ◆ Employment support and employer outreach services

### Intake/Referral Site Services Include:

- ◆ Nevada Rural Housing Authority – Section 8 voucher program, emergency rent and utility assistance

CSSA Contact:  
Churchill County Social Services  
**Shannon Ernst, Director**  
485 West B Street, #105  
Fallon, NV 89406  
Phone: 775-423-6695 / Fax: 775-423-8057  
Email: socialservices@churchillcounty.org

### Trends

- ◆ Increased evictions, and residents in need of mortgage and rental assistance
- ◆ The population expansion that resulted from the housing boom is now creating a job shortage
- ◆ Anticipating a shortage of affordable senior housing in the future – more waivers will be needed to keep seniors out of convalescent care
- ◆ Property tax caps are creating a budget crisis for many county social service departments, including Churchill County

- ◆ Emergency Assistance Program – to aid in annual utility services with non-profit and faith based organizations
- ◆ Homeowner rehabilitation and weatherization programs
- ◆ Salvation Army – Energy Share Program
- ◆ Emergency food services to non-profit and faith based organizations
- ◆ Adult education programs
- ◆ Job skill services
- ◆ Parenting classes
- ◆ Nevada State supportive services
- ◆ First-time Homebuyer programs
- ◆ Emergency Clothing Program



## The **Clark County Social Services**

**Department** provides a variety of services for needy residents of Clark County who are not assisted by other state, federal, or local programs. Social Service is responsible for ensuring that the County meets its health, welfare, and community responsibilities as set forth in the Nevada Revised Statutes and County ordinances. The primary mandates are to provide financial and medical assistance, and long-term nursing care for eligible residents. Social Service is responsible for additional human services programs as assigned by the Board of County Commissioners.

### MISSION

**Provide a safety net of human services to a growing community.**

### VISION

**Self-Sufficiency for at-risk people through a variety of services.**

## Services

- **Medical Assistance:** Provides for payment of necessary medical expenses on behalf of qualified individuals not eligible for other public or private resources. Services include outpatient clinic care; inpatient hospital care; emergency room service; long-term care; adult day care; medical transportation; and pharmacy services.
- **Financial Assistance:** Provides limited rental assistance to indigent individuals not eligible for other public or private resources.
- **Homemaker Services:** Helps persons needing assistance with personal care and housekeeping routines to remain in their own homes. The program assists individuals to maintain self-sufficiency and decreases the demand for custodial care. Short-term homemaker services are also available to assist individuals to regain independence and capability following hospitalization.



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## CLARK COUNTY (cont'd)

- **Long-term Care:** Assists in securing appropriate long-term care for eligible Clark County residents unable to live independently due to medical problems.
- **Intensive Case Management:** Assists at-risk clients to overcome barriers to self-sufficiency through management of case plans, social work counseling, as well as information and referrals to other available community services.
- **Burial and Cremation Assistance, and Transportation Assistance:** For eligible indigent members of the community.

***“Poverty has a ripple effect on the community.”***

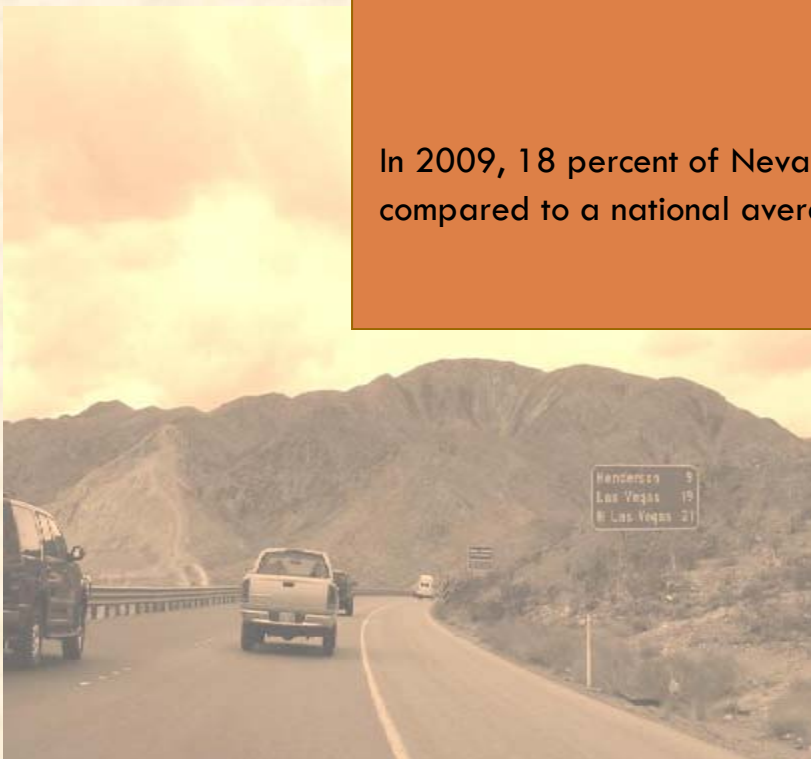
CSSA Contact:  
Clark County Social Service  
**Tim Burch, Interim Director**  
1600 Pinto Lane  
Las Vegas, NV 89106  
Phone: 702-455-5596 / Fax: 702-455-3896  
Email: [tib@clarkcountynv.gov](mailto:tib@clarkcountynv.gov)

According to U.S. Census Bureau data, 12.2 percent of Clark County residents lived in poverty in 2009.

Source: 2009 American Community Survey

In 2009, 18 percent of Nevadans lacked health insurance, compared to a national average of 15.3 percent.

Source: America's Health Rankings



# DOUGLAS COUNTY

## Douglas County Social Services

### General Assistance

- Utility programs
- Rent assistance
- Food assistance
- Referrals

### Support Services

- Information provided about available support and assistance programs in our neighborhood, county, and state
- Case management
- Computers and telephone for public use
- Fax assistance for eligible programs
- Education about resources

### Medical Assistance

- Prescription resources including information on prescription assistance programs (PAPs)
- Adult group care and long-term facilities
- Burial/Cremation
- Emergency medical care to indigent Douglas County residents
- Funds for counseling and medical treatment for victims of sexual assault and their families

### Housing Program/Case Management

- Homeless prevention
- Temporary housing

### Our Focus

The Douglas County Commission sets guidelines for this Community Action Agency to provide assistance to residents in need.

### Our Mission

Providing support, education and personal case planning to promote and encourage self-sufficiency.

### Family Mentoring Program

- Matching families with support systems to increase family success and independence through community involvement
- Needs assessment for families
- Case management
- Referrals

### Employment Training/Job Development

- Job readiness education and support
- Individual goal plan development
- Job Seekers Networking and Support Group
- Building partnerships with local employers

CSSA Contact:  
Douglas County Social Services  
**Karen Goode, Manager**  
PO Box 218  
Minden, NV 89423  
Phone: 775-782-9825 / Fax: 775-782-9874  
Email: kgoode@co.douglas.nv.us

*"As times have changed, so have our responses to the new challenges and realities our clients face. Our own friends, family members, and neighbors are experiencing more difficult struggles than ever before and are reaching out to our office for help. We are here to provide assistance with what, to many, is very unfamiliar territory—we can offer a kind word and help in navigating the maze of available programs that exist to help them."*

**Elko County Social Services** does not provide “emergency or immediate” assistance. Eligibility for services must be established through the application process with an appointment. Funding for the County programs comes from sales tax and ad valorem taxes (property taxes), as well as from various State and Federal grants.

## Services

### Emergency Medical Assistance

Health care assistance is provided to eligible indigent persons. The County medical assistance program is only utilized if State, Federal, and third-party payment is not available. Payment for treatment will follow the guidelines as those defined for “treatment and care,” in which serious or permanent bodily injury, disability, or death may result without such immediate professional medical intervention.

### General Assistance

If eligibility and financial guidelines are met, the following services may be provided:

- Rental assistance
- Utility assistance
- Safe & Share program
- Low Income Housing Energy Assistance
- Transportation
- Food Program of Nevada (Jackpot only)
- Deposits for setting up households
- In-house employment training
- Child care assistance during job search
- Referral employment training

These programs also aid eligible individuals or those who have pending cases with Workers Compensation, State Medicare, or Social Security.

A hands-on skills development program is available to help secure a job or acquire a better paying position.

### Our Vision

**Elko County’s goal is to eliminate homelessness through interim assistance and provide basic tools which will move low-income individuals and families toward a better quality of life.**

**Our primary goal is to ensure services are available to eligible low-income families and individuals, and are provided in a timely manner that promotes and encourages self-sufficiency.**

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### Group Care Placements

Persons in need of greater supervision and care than is available to them in their present independent living arrangement may apply for placement in alternate living facilities. Applicants will be screened by applying Medicare and Medicaid standards to determine the level of care and length of care needed. An applicant may be placed in one of the following types of facilities: Family Group Home or Adult Group Care Home.

CSSA Contact:  
Elko County Human Services Department  
**Jerilyn Underwood, Administrator**  
571 Idaho Street  
Elko, NV 89801  
Phone: 775-738-4375 / Fax: 775-738-5984  
Email: [junderwood@elkocountynv.net](mailto:junderwood@elkocountynv.net)

### Extended Care Facilities

Elko County provides health care assistance and institutional care for both resident and transient individuals who qualify as medically indigent and who do not have resources of general, state, or community programs for needed health care. Eligibility is based on Department standards.

### Information & Referral

Through case management, we can direct and make referrals to other community agencies that provide services to needy families and individuals.

Elko County Social Services is committed to serving individuals and families in need, and strives to make the process as easy as possible.





# ESMERALDA COUNTY

**Esmeralda County's** population was estimated at 1,187 in 2009. Goldfield, the County Seat, is home to an estimated 441 residents, the most populated town in the County. (US Census Bureau)

The County's per capita income in 2006 was \$18,971.

- ♦ 15.3 percent of the total population and 7.5 percent of all families live **below** poverty level
  - 9.7 percent are under 18 years of age
  - 11.4 percent are 65 or older

CSSA Contact:  
Esmeralda County  
**Lacinda Elgan, Clerk-Treasurer**  
PO Box 547  
Goldfield, NV 89013  
Phone: 775-485-6309 / Fax: 775-485-6376  
Email: celgan@citlink.net

# EUREKA COUNTY

Mining built the community of Eureka in the late 1800s and mining today is still the major economic activity in **Eureka County**. In 1998, 84 percent of all jobs were in the mining industry. However, according to a study by the Center of Economic Development at the University of Nevada, Reno, mining production is expected to decrease 100 percent by 2018 unless new reserves are discovered.

CSSA Contact:  
Eureka County Social Services  
**Millie Oram, Coordinator**  
PO Box 241  
Eureka, NV 89316  
Phone: 775-237-6023 / Fax: 775-237-6024  
Email: ecsocialservices@eurekanv.org

## Senior Services

- ♦ Transportation
- ♦ Meals
  - Center-based & Home-bound
- ♦ Housekeeping
- ♦ Food Pantry
- ♦ Referral Services
  - Low Income Energy Assistance; USDA and Medicare

# HUMBOLDT COUNTY

*A strong partnership exists between the county and churches and community service organizations. This forms the safety net for the poorest members of Nevada's smallest communities.*

CSSA Contact:  
Humboldt County Welfare Department  
**Tami Rae Spero, Welfare Director**  
**Anita Paquette, Indigent Coordinator**  
50 West 5th Street  
Winnemucca, NV 89445  
Phone: 775-623-6343 / Fax: 775-623-6309  
Email: coclerk@hcnv.us

# LANDER COUNTY

## The Heart and Soul of Lander County Social Services

"We supply health and safety to our families in need... elderly as well as young families. We live in such a boom and bust economy – when the mines have jobs, people are doing okay; during a bust, there are no services available."

"One advantage to living in a rural county is that people in need can get immediate access to someone that can help – they can talk to a real person, and they don't have to wait."

### Services

- ♦ Indigent medical assistance
- ♦ Burials
- ♦ Long-term care
- ♦ Emergency services (food, shelter, transportation)
- ♦ Utility assistance
- ♦ Referral services (assistance with accessing Medicaid, CHIPS, housing trust funds, energy assistance, out-of-county services)
- ♦ Senior support services
- ♦ Youth support services

## Special Features of Lander County Social Services

- ♦ The "Department" is a one-person staff that administers programs, manages budgets, and develops additional resources in order to fill gaps and ensure that services are available to county residents in need.
- ♦ Partnerships with the community (employers, human service agencies, churches, service organizations, Family Resource Center, Sierra Pacific Power Company, and others) are critical to making it all work.

### ♦ **Lander County Social Services**

was instrumental in getting an eight-unit housing complex for disabled seniors built with business and industry funds, which is now fully occupied.

### Biggest Challenges:

- ♦ Lack of affordable housing
- ♦ Sustaining grant-funded programs
- ♦ Keeping qualified staff for grant-funded programs; sustainability
- ♦ Access to specialty care

#### CSSA Contact:

Lander County Department of Social Services  
**Sandi Smith, Director**  
365 E. 4th Street  
Battle Mountain, NV 89820  
Phone: 775-635-2503 / Fax: 775-635-3116  
Email: [lcass@att.net](mailto:lcass@att.net)



# LINCOLN COUNTY

## Services

- ♦ Senior services
- ♦ Food vouchers
- ♦ Food bank for residents
- ♦ Transportation assistance
- ♦ Emergency medical care
- ♦ Long-term care
- ♦ Domestic violence services (in partnership with Eureka and White Pine counties)

**"Lincoln County Human Services** has forged a close partnership with other county departments - such as emergency management and public works – which helps the County develop innovative solutions for community problems that go way beyond traditional social services."

"We are able to work together. Instead of throwing someone in jail, the Sheriff's office calls us. We don't leave people by the wayside; we're still a village. We make sure people are safe; we take care of everything that we're supposed to."

## Issues

- ♦ With anticipated rapid changes resulting from housing developments expanding into Lincoln County from Clark County, the building of a power plant, and the 2004 BLM Land Act, the county will be facing large increases in population and potential changes in lifestyle in the next two decades.
- ♦ Lincoln County has a high incidence of cancer, as a result of its location downwind from the Nevada test site.
- ♦ Because there is no Nevada State Welfare Office in Lincoln County, residents have to travel to Ely or Las Vegas for food stamps and cash assistance. There is also no bus system in the county.
- ♦ The county's funding for long-term care usually runs out before the end of the fiscal year, so churches and volunteer organizations step in to fill the gap. This often means that the only option for residents in need of long-term care is to leave the county in order to access it.
- ♦ The financial quality of life is perceived as weak and many low income residents struggle for necessities. The highest areas of concern for the community are access to health care, affordable housing, substance abuse, and employment training.
- ♦ A 2004 needs assessment survey conducted by the University of Nevada Cooperative Extension Program in Lincoln County identified jobs and stable income as the strongest need for the community.

### CSSA Contact:

Lincoln County Human Services

**Toni Pinkham, Human Services Director**

PO Box 508

Panaca, NV 89042-0508

Phone: 775-728-4477 / Fax: 775-728-4297

Email: [seniornuts@yahoo.com](mailto:seniornuts@yahoo.com)



**Lyon County Human Services'** primary responsibility is to provide for the human service needs of the county's residents - especially those most at risk.

The department balances its mandated responsibility with its fiscal responsibility through grant-funded opportunities that promote the economic independence and social well-being of individuals and families across the lifespan.

## TRENDS

- ◆ Recognized as 3rd most stressed county in the nation based on unemployment, foreclosure, and bankruptcy rates
- ◆ Increase in shared living arrangements due to economic factors
- ◆ Families applying for services who have never before been dependent upon government assistance
- ◆ Escalating need for mental health services with fewer resources available
- ◆ More seniors seeking resources to meet basic needs and combat isolation
- ◆ More people eligible for medical assistance due to lower incomes
- ◆ Recession impacts on local resources

## MISSION

To be a committed, progressive leader promoting opportunities for individuals to prosper.

## VISION

All individuals are valued, cared for, and have opportunities to maximize their potential.

### CSSA Contact:

Lyon County Human Services

**Edrie Lavoie, Director**

PO Box 1141

Silver Springs, NV 89429

Phone: 775-577-5009 / Fax: 775-577-5093

Email: [elavoie@lyon-county.com](mailto:elavoie@lyon-county.com)



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### SENIOR SERVICES

*"Working together to provide opportunities for an independent and healthy aging population"*

#### Services Include:

- ♦ **Senior Centers** · Provides on-site dining and home-delivered meals, in addition to Advocacy, recreational, educational, and wellness activities
- ♦ **Transportation** · Access to the senior centers, personal errands, shopping, and medical appointments
- ♦ **Representative Payee** · Provides financial management for those who are incapable of managing their own funds
- ♦ **MIPPA** · Assistance accessing programs that pay for costs associated with Medicare Parts B and D
- ♦ **Extended Care** · Eligibility determination and payment for alternate living arrangements, such as group homes and skilled nursing care facilities
- ♦ **Independent Living Program** · Assists older adults to remain living independently through case management services that identify needs and assist with accessing and coordinating services
- ♦ **Aging and Disability Resource Center** · Assistance with obtaining benefits and resources that help older adults and individuals with a disability maintain independence

*"What you have given me back  
is my pride and my future."*

(Participant in the Employment Partnership Program)

### SOCIAL SERVICES

*"To build healthy relationships with families to enhance personal growth"*

#### Services Include:

- ♦ **Emergency Assistance** · Food, shelter, rent, mortgage, and utility assistance
- ♦ **Health Care Assistance Program** · Payment for emergency medical care and other necessary services in a medical facility, and financial assistance for burial/cremation
- ♦ **Family Resource Center** · Information, referral, and short-term case management to help families access benefits and services, and parenting classes and car seat installation
- ♦ **Foster Youth Support** · Life skill development to assist current and former foster youth with support in transitioning out of foster care
- ♦ **Employment Partnership** · Training, resources, and support for individuals to obtain the skills necessary to gain and sustain employment
- ♦ **Family Support Services** · Assists families with budgeting, access to resources, education, and development of life skills
- ♦ **Poverty Simulations** · Trainings, workshops, and simulations that educate community leaders and service providers on the realities of poverty
- ♦ **Differential Response** · Partnership with Division of Child and Family Services to help at-risk families access resources and services
- ♦ **Family to Family Connection** · Health, safety, support, and child development services
- ♦ **Women, Infants, and Children (WIC)** · Breastfeeding support, supplemental nutritious foods, and nutrition education
- ♦ **Community Health Support** · Administrative support to community health nurses

# MINERAL COUNTY



**Mineral County** works hand in hand with CAHS (Consolidated Agencies of Human Services), a non-profit community action agency, to serve low-income residents. This partnership is unique in Nevada, where a community-based organization functions as a county welfare office. Together, they ensure that the following services are available:

- ♦ Referrals to appropriate service providers
- ♦ Rental assistance
- ♦ Utility assistance
- ♦ Emergency shelter
- ♦ Emergency meals
- ♦ Food pantry
- ♦ Food commodities
- ♦ Emergency transportation assistance
- ♦ Limited education assistance
- ♦ Medical and prescription assistance
- ♦ Indigent burials/cremation
- ♦ Clothing program
- ♦ Case management
- ♦ Assistance in applying for State and Federal programs

## ♦ Referrals

CSSA Contact:  
Mineral County Social Services  
**Cherrie George, Clerk-Treasurer**  
PO Box 1450  
Hawthorne, NV 89415  
Phone: 775-945-2446 / Fax: 775-945-0706  
Email: [clerk-treasurer@mineralcountynv.org](mailto:clerk-treasurer@mineralcountynv.org)

CAHS Contact:  
Joanne Jackson, Executive Director  
PO Box 331  
Hawthorne, NV 89415  
Phone: 775-945-2471 / Fax: 775-945-2499  
Email: [cahsnv@sbcglobal.net](mailto:cahsnv@sbcglobal.net)

## ♦ Rental assistance

## ♦ Utility assistance

# NYE COUNTY

**Nye County Health and Human Services'** mission is to serve the taxpayers and citizens of Nye County by providing accountable, responsible, and responsive programs, services, and referrals that promote the self-sufficiency of qualifying indigent persons through assistance with medical and other emergency needs as set forth in the Nevada Revised Statutes and County Guidelines.

## Our services may include:

- ◆ Emergency assistance with food, rent, utilities, dental, and prescription
- ◆ Medical Indigent Assistance
- ◆ Transportation assistance, including for eligible HIV/AIDS clients
- ◆ Susan G. Komen assistance for diagnostic tests, transportation, lodging, and/or food associated with breast cancer detection and treatment
- ◆ Indigent Burial/Cremation
- ◆ Long Term Care and Group Home Assistance
- ◆ Sexual Assault Victim's assistance, including information and referrals to various other programs
- ◆ Nye County, in partnership with NACO, offers free prescription discount cards to all county residents
- ◆ Nye County, in partnership with NACO, has joined with Careington International Corporation to offer a comprehensive dental discount program at special reduced rates

## CSSA Contact:

Nye County Health and Human Services

**Shirley Trummell, Director**

250 N. Hwy. 160, Suite 4

Pahrump, NV 89060

Phone: 775-751-7095 / Fax: 775-751-4284

Email: [strummell@co.nye.nv.us](mailto:strummell@co.nye.nv.us)

## **Special Features:**

- ◆ Two offices 170 miles apart, one in Pahrump, and one in Tonopah
- ◆ Eight-person customer service oriented staff
- ◆ Active collaboration and referral relationships with other state, county, and community-based programs

## **Greatest Needs:**

- ◆ Transportation (public transportation to Clark and Washoe Counties has been discontinued)
- ◆ Oral health care for low-income patients

"Nye County is the 3rd largest county in the continental United States, geographically speaking. This means that County residents are very spread out, so we make sure we can offer services anywhere - whether it is food, medication, rent/utility assistance, or childcare. We bring applications to homebound residents, and assist them with the completion of these applications.

## **Challenges**

- ◆ High influx of welfare recipients from other states
- ◆ Seasonal population spikes ("snowbirds")
- ◆ Growing need for assisted living services

# PERSHING COUNTY

The **Pershing County** Needs Assessment, conducted by the University of Nevada Cooperative Extension, revealed the following top ten human service needs for the county as perceived by community leaders:

- ♦ Parenting classes
- ♦ New industry with higher paying jobs
- ♦ Emergency counseling
- ♦ Adult education
- ♦ Teen pregnancy
- ♦ Juvenile programs
- ♦ Child welfare
- ♦ Substance abuse prevention and intervention
- ♦ Full-time mental health care
- ♦ Safe house for domestic violence

CSSA Contact:  
Pershing County Courthouse  
**Janice Rutherford, Human Services**  
PO Box 820  
Lovelock, NV 89419  
Phone: 775-273-2208 / Fax: 775-273-3015  
Email: jrutherford@pershingcounty.net

# STOREY COUNTY

**Storey County** is run by a small county government, and therefore, each department provides multiple services. By sharing areas of responsibility, we are able to provide efficient, streamlined services.

CSSA Contact:  
Storey County  
**Holli Kiechler, Administrator**  
PO Box 176  
Virginia City, NV 89440  
Phone: 775-847-0968 / Fax: 775-847-0949  
Email: hkiechler@storeycounty.org



# WASHOE COUNTY

The mission of **Washoe County Department of Social Services** is to assess the needs of individuals, families, and children in our community and provide an array of services to promote independence, safety, and well-being.

Washoe County Adult Services encompasses the following programs:

- ♦ General Assistance
- ♦ Health Care Assistance

## **Health Care Assistance Program**

The Health Care Assistance (HCA) program provides for reimbursement of medical and institutional care costs as is reasonable and necessary for the diagnosis and treatment of an eligible applicant's injury or illness. Social Services are provided to HCA clients with medical, social, and/or emotional difficulties. services include assessment of the client's needs, evaluation of the client's ability to meet his/her needs, crisis intervention, home evaluation, follow-up services, and referrals to other programs and community resources. The Department provides help to those clients who require assistance to complete applications for Supplemental Security Income (SSI), Social Security Disability (SSD), and/or State Medicaid.

The HCA program includes the following:

- ♦ Adult Protective Services
- ♦ Burial and Cremation
- ♦ Adult Group Care and Long-Term Care
- ♦ Medical Assistance

## **General Assistance Program**

General Assistance (GA) provides cash grants to clients to temporarily help low-income families or individuals. Generally, applicants for GA fall into one of the following categories: employable applicants, applicants pending assistance from Nevada State Welfare, and disabled applicants. Applicants must apply for assistance from State, Federal, and other community programs before requesting assistance from the County.

CSSA Contact:

**Kevin Schiller, Social Services Director**

PO Box 11130

Reno, NV 89520-0027

Phone: 775-337-4452 / Fax: 775-328-2738

Email: [kschiller@washoecounty.us](mailto:kschiller@washoecounty.us)

Washoe County Social Services

**Ken Retterath, Division Director Adult Services**

PO Box 11130

Reno, NV 89520-0027

Phone: 775-328-2778 / Fax: 775-328-2738

Email: [kretterath@washoecounty.us](mailto:kretterath@washoecounty.us)

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*"The county is the closest to the people actually receiving services. The people served are more than numbers to us - we are actively out in the community looking to solve community problems that go beyond our clients. We look at issues from the community's perspective rather than just from the agency perspective."*

## Challenges and Opportunities

- ♦ Improved continuity and information exchange between systems, as well as access to relevant statewide databases, would reduce barriers for those trying to access services.
- ♦ A tighter partnership between the State and the counties would improve public and policy maker understanding about the difference between Medicaid and County-delivered social services - the programs are complementary, but distinct

## Trends

- ♦ Scarcity of affordable housing
- ♦ County fills the gap to ensure the safety and well-being of those residents in need of assistance that are waiting for Medicaid or SSI decision

# WHITE PINE COUNTY

## MISSION

The Department of Social Services provides financial assistance and support services to eligible persons residing in White Pine County while encouraging their independence and self-sufficiency.

### CSSA Contact:

White Pine County Social Services

**Bunny Hill, Director**

955 Campton Street

Ely, NV 89301

Phone: 775-289-3271 / Fax: 775-289-2405

Email: [wpsoctserv1@sbcglobal.net](mailto:wpsoctserv1@sbcglobal.net)

## OVERVIEW

**White Pine County Social Services** is mandated by Federal and State legislation to assist and care for any person residing in White Pine County who is in need of public assistance, medical assistance, and various other types of social services, provided eligibility for those services has been ascertained and verified.

The office and staff are responsible for medical assistance eligibility and deal with highly complex and time consuming eligibility determinations.

Services are currently provided to county residents through the office in Ely, Nevada. Staff provides outreach to the elderly and disabled by going to their residence to assist with the completion of applications.



“Our indigent medical services are mandated; everything else we provide is grant-funded, with the objective of self-sufficiency. One size doesn’t fit all, so policy needs to be flexible enough to fit community-specific needs, and designed with confidence in each county’s ability to effectively manage its own programs.”

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### Services

- ◆ Assistance to Victims of Sexual Assault
- ◆ Provide, through grant funds, emergency services to those in need to the extent that funds are available (CSBG-Community Services Block Grant, ESG-Emergency Shelter Grant, WSAP-Welfare Set Aside Grant)
- ◆ Low-income Housing
- ◆ Past due rent/mortgage assistance
- ◆ Utility/Security deposits
- ◆ Past due utilities (telephone not included)
- ◆ Emergency food vouchers
- ◆ Emergency shelter assistance
- ◆ Emergency dental assistance
- ◆ Emergency prescription assistance
- ◆ Emergency Indigent Medical Assistance-County funds
- ◆ Indigent burial/cremation-County funds
- ◆ Senior nutrition and transportation
- ◆ "Footprints" afterschool program
- ◆ Intake site for Low Energy Assistance Program
- ◆ Area representative for the Nevada Rural Housing Authority
- ◆ Free prescription discount cards

We also assist Mt. Wheeler Power with administration of the CARE program during the heating season and the Santa's Elves program at Christmas, and we work with the Boy Scouts of America and the Girl Scouts of America with food boxes at Christmas for those in need.

*"Our biggest success is in helping people get off of federal assistance. Our outreach is personalized ~ seniors and families can get what they need, when they need it."*



### **Our community partners include:**

Rural Nevada Development Corporation, District Court judges and Juvenile Probation, HeadStart, Family to Family, local service organizations (Elks, Lions Club), non-profit agencies, Ministerial Association, the Sheriff's Department, the school district, local law enforcement, Food Bank, Geotemp, Salvation Army, and a number of State agency offices (e.g. Welfare, Unemployment).







County Social Service Administrators of Nevada (CSSA)